

FINGERTIP FACTS

CUSTOMER INFORMATION GUIDE



FROM THE GENERAL MANAGER AND CHIEF EXECUTIVE OFFICER



In the 10 years I've been at Seattle City Light, I've watched with pride as the utility increasingly focuses on its customers, delivering better service, more value, and affordable prices.

This booklet details many of the ways in which that focus plays out in our daily operations. It offers information that's helpful for anyone wanting to know more about the utility, or who needs practical information — anything from payment centers to annual conservation savings.

The story this booklet tells is one of success, due in large part to the utility's Strategic Plan,

which was adopted by the mayor and Seattle City Council in 2012, and updated in 2014.

For the first time in City Light's history, we have a clearly articulated, transparent, long-range plan, developed with broad-based involvement. We know exactly what needs to be done and we're acting now to fulfill the plan's goals.

I want to give credit for our accomplishments to the outstanding women and men who work for this organization. They have embraced change with enthusiasm, are the source of innovative ideas and work hard every day to deliver electricity to our customers.

A handwritten signature in dark ink, appearing to read "Jorge Carrasco".

Jorge Carrasco

General Manager and
Chief Executive Officer,
Seattle City Light



WE'RE YOUR ELECTRIC UTILITY

On March 4, 1902, Seattle voters took the bold step of approving bonds to build a hydroelectric power plant on the city's newly established Cedar River watershed. The power generated would supply electricity to the city's streetlights.



Guided by a young visionary named J.D. Ross, the Cedar Falls power plant was completed and Seattle's streetlights were illuminated in January of 1905. In April of 1910, the city's charter was amended to create a Light and Power Department – eventually to become known as Seattle City Light. We have a long and proud history of innovation and stewardship. J.D. Ross' legacy of utility leadership continues today at City Light as we face a world challenged by global climate change.

Our dams on the upper Skagit River – Ross, Diablo and Gorge – and Boundary Dam on the Pend Oreille River are industry models. Through careful resource management and habitat protection we are protecting and restoring fish populations in Puget Sound. We are also doing our part to reduce harmful levels of greenhouse gases by achieving net-zero greenhouse-gas emissions each year since 2005.

Looking into the future for new, renewable energy is our challenge and our opportunity. We see increased conservation as our “power plant” of the future. The resources we don't use today will provide power for our future.

For more information about Seattle City Light, visit www.seattle.gov/light.

SEATTLE CITY LIGHT EXECUTIVE TEAM

Jorge Carrasco

General Manager and Chief Executive Office

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Sephir Hamilton

Chief of Staff

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Jim Baggs

Compliance Officer

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Jeff Bishop

Chief Financial Officer

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DaVonna Johnson

Human Resources Officer

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Michael Jones

Power Supply and Environmental Affairs Officer

michael.jones@seattle.gov

Phil West

Customer Service and Energy Delivery Officer

phil.west@seattle.gov

Left to right:

Sephir Hamilton, chief of staff;

Jeff Bishop, chief financial officer;

Jorge Carrasco, general manager & chief executive officer;

Michael Jones, power supply & environmental affairs officer;

Jim Baggs, compliance officer;

Phil West, customer service & energy delivery officer; and

DaVonna Johnson, human resources officer



CONTACTS

Seattle City Light Administrative Office

Seattle City Light Visitor Center and Executive Offices
700 5th Avenue, Suite 3200
Seattle, WA 98104-5031
(5th Avenue between Columbia and Cherry streets)

Mailing Address:
P.O. Box 34023
Seattle, WA 98124-4023

General Manager's Office 206.684.3200
Marketing and Communications 206.684.3090
Customer Service 206.684.3000 www.seattle.gov/light
Non-English Language Portal:
www.seattle.gov/html/citizen/language.htm

North Service Center

1300 N. 97th Street
Seattle, WA 98103
206.615.0600

South Service Center

3613 4th Avenue S.
Seattle, WA 98134
206.386.4200

KEY PHONE NUMBERS

Outage Hotline..... 206.684.7400

**Electrical Life-Support
Equipment Program**..... 206.684.3020

Customer Service Center..... 206.684.3000

Out of area calls 800.862.1181 (Interpreters are available for customers who do not speak English.)

Account Information, Payment Assistance, Payment Locations,
Bill Information and Dispute Resolution, Rates Information, and
Green Renewable Energy Information

TTY/Hearing Impaired 206.233.7241

After-Hours Electrical Emergency Line 206.706.0051

Electrical Service and Streetlight Service
North of Denny Way 206.615.0600
South of Denny Way 206.386.4200

Streetlight Problems 206.684.7056

Conservation Information 206.684.3800
(Residential, Commercial and Industrial)

Tree Trimming/Vegetation Management 206.386.1663

Skagit Tours www.SkagitTours.com 206.684.3030

General Manager's Office..... 206.684.3200

Marketing and Communications 206.684.3090

PAYMENT LOCATIONS

Downtown

City Treasurer's Office

700 5th Avenue, Suite 4250

Monday - Friday, 8 a.m. - 5 p.m.

Seattle Municipal Tower Customer Service Center

700 5th Avenue

4th Floor Lobby

Monday - Friday, 8 a.m. - 5 p.m.

Seattle Municipal Tower Payment Drop Boxes

700 5th Avenue

4th Floor Lobby

and

6th Avenue and Cherry Street

(outside at the SE corner of the building)

City Hall Payment Drop Box

5th Avenue and Cherry Street

1st Floor Lobby (by the elevators)

Note: Credit card payments are not accepted in payment drop boxes.

Seattle City Light Service Centers

North Service Center*

1300 N. 97th Street

Monday - Friday, 8:30 a.m. - 4:30 p.m.

South Service Center*

3613 4th Avenue S.

Monday - Friday, 8:30 a.m. - 4:30 p.m.

Seattle Neighborhood Payment Locations

Ballard

5604 22nd Avenue N.W.

Monday - Friday, 9 a.m. - 5 p.m.

Saturday, 10 a.m. - 2 p.m.

Central

2301 S. Jackson Street, Suite 208

Monday - Friday, 9 a.m. - 7 p.m.

Saturday, 9 a.m. - 5 p.m.

*Payment drop boxes are located outside near the main entrances.

Seattle Neighborhood Payment Locations /continued, next page

PAYMENT LOCATIONS

Seattle Neighborhood Payment Locations

Delridge

5405 Delridge Way S.W.
Monday - Friday, 10 a.m. - 6 p.m.

Lake City

12525 28th Avenue N.E.
Located in the Lake City Public Library
2nd Floor
Monday - Friday, 9 a.m. - 5 p.m.

Southeast

3815 S. Othello
Suite 105
Monday - Friday, 9 a.m. - 5 p.m.
Saturday, 10 a.m. - 2 p.m.

University

4534 University Way N.E.
Monday - Friday, 10 a.m. - 6 p.m.
Saturday, 10 a.m. - 2 p.m.

SERVICE AREA AND SUBSTATIONS

SERVICE AREA

- Substations
- Seattle City Limits



GENERAL INFORMATION

For the year ended December 31, 2013, the most current data available.

Seattle City Light, a department of the City of Seattle, is one of the nation's largest municipally owned utilities in terms of the number of customers served. City Light is supported by revenues from its customers, not taxes. In fact, City Light pays substantial taxes to state and local governments.

Service Area Population	776,336
Service Area Size	131.31 sq. mi.
Personnel (full-time equivalent positions)	1,835
Major Substations	15
Unit Substations	3
Commercial and Industrial Power Transformers	56
Transmission Circuit Miles	656
Distribution Circuit Miles	2,313.49
Network Distribution Circuit Miles*	317
Meters	422,807

* Includes the downtown business district, First Hill, and the University District.

CUSTOMER STATISTICS (UNAUDITED)

For the year ended December 31, 2013, the most current data available.

	Average Number of Customers	Megawatt-Hours*
Residential	367,837	3,158,629
Non-Residential	40,218	6,347,771
Total	408,055	9,506,400

*Amounts include an allocation for the net change in unbilled revenue which excludes retail customer voluntary payments for conservation and solar energy.

2013 USES OF POWER

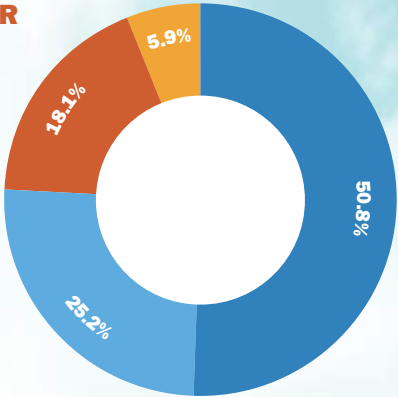
(in percent megawatt-hours)

SERVICES

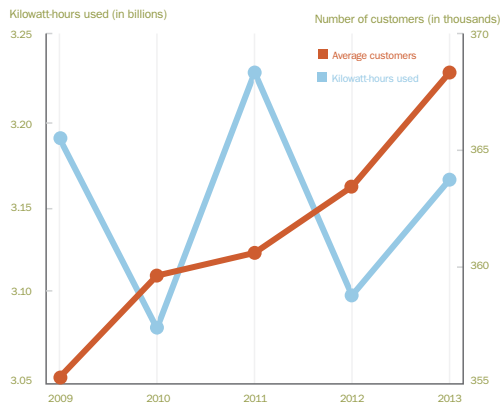
- Non-Residential
- Residential

OTHER

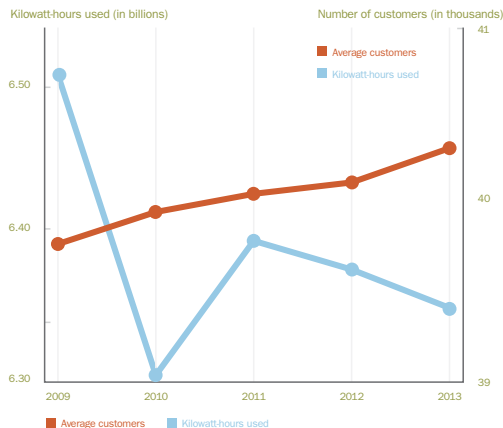
- Wholesale & Other
- Seattle City Light Operations and Losses



RESIDENTIAL CONSUMPTION



NON-RESIDENTIAL CONSUMPTION



AVERAGE RATE PER KILOWATT-HOUR

For the year ended December 31, 2013*

AVERAGE RESIDENTIAL RATES*

(in cents per kilowatt-hour)



Seattle City Light is proud to offer its residents some of the lowest electricity rates in the nation and the Northwest.

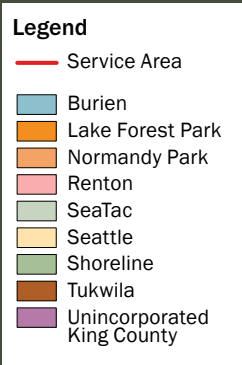
*Source of national data: Department of Energy (www.eia.doe.gov/cneaf/electricity/epa/epa_sum.html; www.eia.doe.gov/cneaf/electricity/epm/epm_sum.html). (2013 national average annual consumption data and average rate data not available; 2012 national average annual consumption and national average rate data updated.) Effective 2013, average annual consumption and average rates exclude unbilled revenue allocation of retail customer voluntary payments for conservation and solar energy. Prior years presented were not revised.

ENERGY RESOURCES



SERVICE TERRITORY

Seattle City Light serves more than 408,000 customers in the City of Seattle and eight adjacent jurisdictions.



POWER SUPPLY GENERATED BY CITY LIGHT

City Light Plants	Locations	Date in Service	Capacity (MW)	% of Total
Boundary	Pend Oreille River	8/23/67 ¹	1,050.0	58.0
Ross	Skagit River	12/30/52	352.6	19.5
Gorge	Skagit River	9/27/24	199.2	11.0
Diablo	Skagit River	10/20/36	159.3	8.8
Cedar Falls	Cedar River	10/14/04	30.0	1.7
S. Fork Tolt	S. Fork Tolt River	11/20/95	16.6	0.9
Newhalem	Newhalem Creek	1921	2.3	0.1
Total System Generation Capability			1,810.0	100.0

¹ Two additional hydro units of 399 MW capacity installed in 1986.

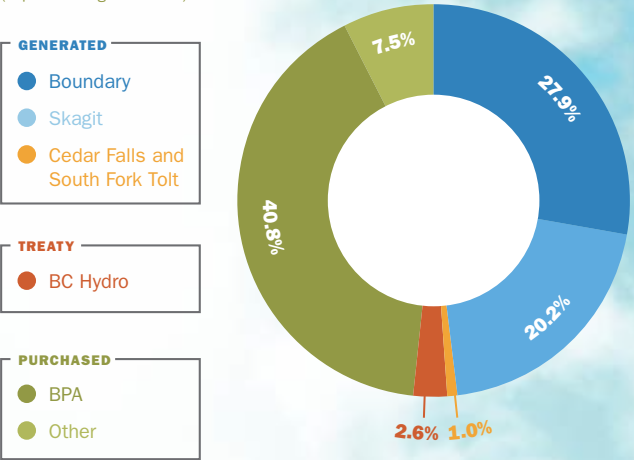
FUEL MIX

Generation Type	Percentage
Hydro	90.1
Nuclear**	4.7
Wind	3.4
Coal**	.7
Other*	.6
Landfill Gas	.5
Total	100.0

- ** These fuels represent a portion of the power from Bonneville Power Administration.
- * Others include biomass, natural gas, other, petroleum and waste.

2013 SOURCES OF POWER

(in percent megawatt-hours)



Meeting Our Customers' Power Needs

Seattle's city-owned hydroelectric plants depend on rain and snow as their fuel. In years with normal precipitation, our facilities supply more than half of Seattle's power needs. We make up the difference by purchasing power from outside the region.

CONSERVATION PROGRAMS

Energy Savings

Seattle City Light has operated conservation programs for 36 years. City's Light's load is reduced annually by 1,294,485 megawatt-hours due to efficiency measures installed from 1982 to 2013. That is enough electricity to power 151,490 Seattle homes – over one-third of our residential service. If all the energy savings acquired through City Light's conservation programs since 1977 had been available in 2013, this could power the homes of over six cities the size of Seattle for one year – or over double the entire utility load for 2013.

Carbon Dioxide Emissions Reductions

Due to conservation measures currently in place across our service territory, City Light avoided the annual release of more than 828,000 metric tons of carbon dioxide into the atmosphere in 2013. That is equivalent to 182,264 households driving one fewer car for a year.

CONSERVATION CUSTOMERS

Save on Electric Bills

- From 1977 to 2013, program participants saved \$815 million on their bills. Half of these savings went to residential customers.
- In 2013, due to conservation measures currently in place across our service territory, customers reduced their City Light bills by over \$90 million.

INCREMENTAL ENERGY SAVINGS THROUGH CONSERVATION





OUR VISION:

To set the standard—to deliver the best customer service experience of any utility in the nation.

OUR MISSION:

Seattle City Light is dedicated to exceeding our customers' expectations in producing and delivering environmentally responsible, safe, low-cost, and reliable power.

OUR VALUES:

Excellence, Accountability, Trust, and Stewardship.



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